HAMZA MUNAF

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https://github.com/hamzamunaf

CAREER OBJECTIVE

Hard-working Computer Science major (3.5 GPA) currently attending Oregon State University, with 2+ years of work experience in IT support. Aiming to leverage a proven knowledge of programming skills, project planning, customer satisfaction skills and Usability testing skills for an internship as a developer.

EXPERIENCE

Student Technician, IS Client Services

Oregon State University

📅 August 2018 – Ongoing   📍 Corvallis, Oregon

– Sufficient knowledge about Banner, Splunk, Airwave, Microsoft Exchange Console, Active Directory and registering network devices
– Extensive support for Zoom which includes licensing and functionalities for customers.
– Supporting customer requests via walk-in, email or over the phone. The IS Service Desk supports over 100k customers, including students, staff, faculty, emeritus faculty, courtesy faculty, associates, and adjuncts.
– Responsibilities include installing operating systems and programs, troubleshooting hardware, and software issues and supporting applications like MS Office, Box, etc.
– Creating, maintaining, and entering information into Knowledge Base articles for documentation.

Student Programmer/Analyst, Graduate School

Oregon State University

📅 July 2020 – Ongoing   📍 Corvallis, Oregon

– Supporting users with technical issues via email for Salesforce (User management and Application issues).
– Fixing bugs and writing testing scenarios for Salesforce applications.
– Working with GitHub repository and maintaining code coverage.
– Writing documentation on Salesforce applications.
– Testing applications with extensive cases and working with team to get them fixed.
– Techs: VSCode, Forcecode, Gitlens, Apex and etc

PROJECTS

Intro to Database

Oregon State University

📅 25Th September - 6Th December   📍 Corvallis, Oregon

• Setting up Database and building a website to retrieve entries from database as well as make changes to it
• GitHub Repo: https://github.com/hamzamunaf/CS340-Project
• Techs: MariaDB, MySQL, and Node.js

Software Engineering II

Oregon State University

📅 25Th September - 6Th December   📍 Corvallis, Oregon

• Writing unit tests for an application in React and fixing some bugs.
• GitHub Repo: https://github.com/hamzamunaf/CS362-group-super11
• Techs: Enzyme, Mocha and Chai for testing React

Software Engineering I

Oregon State University

📅 25Th September - 6Th December   📍 Corvallis, Oregon

• Developing Aces up game in a team environment using Agile methodologies. Using Git version control to develop the whole game in to different branches.
• GitHub Repo: https://github.com/hamzamunaf/CS361-Sprint-4
• Techs: Apache Maven, Java, and Ninja Framework

Web Development

Oregon State University

📅 25Th September - 6Th December   📍 Corvallis, Oregon

• Final Project for Web Development
• Making a website to show skills in using Handlebars, JavaScript, HTML, CSS and XMLHTTP request
• GitHub Repo: github.com/hamzamunaf/final-project-group-9-final-project-cs-290
• Techs: Node.js (Express, Handlebars and etc), JavaScript

IT Support Chat Bot

Personal Project

📅 December   📍 Corvallis, Oregon

• Support chat to troubleshoot computer's hardware and software issues and supporting two factor authentication app for Oregon State University
• Used an npm package and redirected them to Knowledge Base Article as per customer's query
• Package used: NodeJs and BotUI - Github: https://github.com/hamzamunaf/servicedesk-botUI

EDUCATION

B.Sc. Computer Science (Applied Security

Oregon State University

📅 September 2017 – September 2021

PROFESSIONAL SKILLS

JavaScript   ●●●●●
HTML   ●●●●○
CSS   ●●●●○
C   ●●●●○
Git   ●●●●○
C++   ●●●○○
Python   ●●●○○
Java   ●●○○○

STRENGTHS

• Development

C#   JAVA   JavaScript   C++   NodeJS   Maven
Git   Bash   Powershell

• Related Classes

Object Orientated Programming   Data Structures
Web Development
Computer Architecture Assembly Language
Computer Networks   Statistics for Engineers
Fundamentals of Software Engineering I
Operating Systems
Fundamentals of Software Engineering II
Introduction to Database   Analysis of Algorithm

• Development Tools – IDE

Visual Studio   IntelliJ   Atom

LANGUAGES

English   ●●●●●
Urdu   ●●●●●
Hindi   ●●●○○

HONOR/AWARDS

• International Provost Scholarship
• Dean's Honor List (Fall 2019)
• Dean's Honor List (Spring 2020)